

# D R A F T

## ADMINISTRATIVE SUPPORT CLASS SERIES

<u>Class Code</u>	<u>Class Title</u>	<u>Pay Grade</u>	<u>EEO</u>	<u>DEFAULT CODES</u>	
				<u>Supervisory</u>	<u>FLSA</u>
1070K2	Office Assistant	11	6-F	N	N
1071K2	Administrative Assistant	13	6-F	N	N
1072K2	Senior Administrative Assistant	15	6-F	N	N
1073K2	Administrative Specialist	18	6-F	L	N
1074K2	Senior Administrative Specialist	19	6-F	L	N
4268K1	Administrative Officer	21	1-A	L	N

### **SERIES CONCEPT**

Positions in this class series are assigned responsibilities that provide administrative support in a variety of office environments to assure the smooth efficient operation of an agency, program or organizational unit or serve as an assistant to or provide administrative support to an administrator or an official. Employees in this series may be required to have particular knowledge and/or proficiencies in specialized areas of office support.

### **DISTINGUISHING FEATURES OF CLASSES**

**Office Assistant:** This is basic office support work performed within well-established processes and under immediate supervision. Work is usually repetitive and routine requiring very little analytical thought and is review regularly.

**Administrative Assistant:** This is structured administrative support work where the employee is confronted with a variety of duties requiring different methods of solution at a higher level of resourcefulness and concentration. Work includes duties that have several related steps and requires simple analysis of data. Work is performed under general supervision and is reviewed regularly.

**Senior Administrative Assistant:** This is administrative support work in diverse office situations and involves identifying solutions and alternatives within established policies requiring analytical thought. Under general supervision, work is of a standardized nature and may involve a variety of duties. Analytical thought becomes more important at this level due to increased data and changing situations. Tasks usually have several steps, some of which may not be directly related, requiring a moderate amount of independent judgement.

**Administrative Specialist:** This is specialized or diverse administrative support work for a department or program with the discretion to design and implement general office operations to accomplish established goals. An employee in this class may supervise a small staff as a first line supervisor.

**Senior Administrative Specialist:** This is specialized administrative support work with broad latitude to establish and accomplish the goals of a unit/program. Duties require a high degree of concentration because of the many factors, which must be considered. Work is of a diversified nature that usually involves multiple unrelated steps. Analytical thought is necessary for dealing with complex data and situations. An employee in this class may supervise a small staff as a first line supervisor.

**Administrative Officer:** This is administrative work assisting a high level administrator/executive in planning, organizing and implementing a program or function with agency-wide or statewide impact. Duties require a high degree of concentration because of the many factors, which must be considered. Work is of a diversified nature that usually involves multiple, unrelated steps. Analytical thought is necessary for dealing with complex data and situations. Workers at this level exercise a considerable amount of independent judgement and may supervise an administrative support staff or serve as team leader on special projects.

This class series differs from the Public Service Administrator class series, which is responsible for directing activities necessary to implement the objectives of an agency, program or organizational unit.

### **EXAMPLES OF WORK PERFORMED BY CLASS**

The Administrative Support class series has six levels, which are distinguished by the complexity of the assignments, the level of expertise required to perform the duties assigned, and the responsibility for providing leadership to others. Positions may perform duties from all levels in the series or from a similar series, however the level at which the majority of duties fall determines classification. These examples of work are unique to the class level.

#### **Office Assistant:**

- Collects, sorts, opens and/or distributes mail.
- Sorts and files correspondence and documents in a record or filing system(s). Retrieves material from files upon request and keeps records of the movement of file materials.
- Enters information into pre-existing word processing templates and form letters, database forms and/or spreadsheets.

#### **Administrative Assistant:**

- Maintains calendars, schedules, and makes travel arrangements.
- Answers routine inquiries requiring minor interpretations of policies, procedures, rules and regulations.
- Processes invoices, vouchers, payrolls, personnel transactions and other records; receives, records, tabulates, reconciles and reports cash receipts; distributes receipts to proper funds following established routines; prepares checks and cash for deposit.

#### **Senior Administrative Assistant:**

- Interprets guidelines in defined situations.
- Performs limited legal research.
- Prepares agendas and materials in accordance with established practices; takes minutes at meetings; composes drafts of proceedings.

#### **Administrative Specialist:**

- Interprets, recommends revisions to, and insures compliance with statutes, regulations, policies and procedures.
- Analyzes new or special work requests to determine most efficient method of completion
- Ordering or purchasing supplies and equipment.

#### **Senior Administrative Specialist:**

- Performs a variety of office administrative tasks independently in relieving an administrative superior of important details.
- Performs liaison and public relations assignments dealing with other agencies and the public.
- Screens callers and visitors to determine their level of priority.

#### **Administrative Officer:**

- Coordinates daily activities for a unit. Determines which information requires immediate attention of the executive, and delegates or refers other matters to various staff and departments.
- Coordinates office services, such as personnel, budget and records management control.
- Reviews and recommends technological and procedural changes to ensure compliance with policy and improve work processes.

**NECESSARY SPECIAL REQUIREMENTS**

None required for this class series.

**MINIMUM REQUIREMENTS**

Education and experience which meets the agency's requirement for the position.